

HOW TO USE YOUR KANSAS VISION CARD



Check your Vision card account online!

www.ebtedge.com

QUESTIONS?

Call Customer Service
24 hours a day
7 days a week

1-800-997-6666 Toll-free

**TTY (Hearing Impaired)
1-800-766-3777**

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WHAT IS YOUR KANSAS VISION CARD?

There is a **SAFE**, **CONVENIENT**, and **EASY** way for you to get your benefits each month. It is called the Kansas Vision Card.



Your Card Number

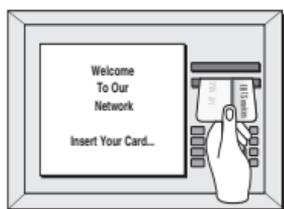
Your Signature



From now on:

- Your benefits will be put in an account set up for you.
- You must use the card to get your benefits.

WORDS USED IN THIS BOOK



ATM (Automated Teller Machine)

A machine used to withdraw cash benefits. You cannot receive food benefits at this machine.

1-800-997-6666

Customer Service

A toll-free number to call for help using your card.



EBT (Electronic Benefits Transfer)

The way you receive benefits using your card.

*** * * ***

PIN (Personal Identification Number)

Your secret number used with your card to receive your benefits. **DO NOT** tell anyone this number.



POS (Point-of Sale)

A machine in a store that reads your card when you buy food or non-food items, or withdraw cash benefits.

HOW TO CARE FOR YOUR CARD

Your card is like cash. Keep it in a safe place.

- **Call Customer Service right away if your card is lost or stolen.**
- **Put your card away** as soon as you finish using it.
- **DO NOT** let others use your card. Benefits are not replaced.
- **DO NOT** leave your card lying around, even at home.

DO NOT throw away your card.

- **Use the same card every month** as long as you receive benefits.

DO NOT damage your card.

- **DO NOT** bend or fold your card.
- **DO NOT** scratch or write on the black stripe on the back of your card.
- **DO NOT** wash your card or get it wet.
- **DO NOT** leave your card near magnets, TVs, stereos, VCRs, or microwaves.
- **DO NOT** leave your card in the sun or other hot places, like the dashboard of your car.

WHERE TO USE YOUR CARD

AT A STORE POS MACHINE

Use your card to buy food or get cash benefits from POS machines at stores that show this sign.



Use a POS machine to:

- Buy food with food or cash benefits.
- Buy non-food items with cash benefits.
- Withdraw cash from cash benefits.
- Get cash back with a cash purchase.

If you do not see the Vision Card sign, ask the store manager if you can use your card in the store to buy food or to get cash benefits. Some stores may limit the amount of cash you can get back from your cash benefits.

Note: You can do 2 free cash withdrawals at a POS each month. After that, you will be charged 40¢ for each cash withdrawal.

AT AN ATM

Use your Vision Card to get cash benefits at any ATM with the Star, Pulse, NYCE, or Shazam logo.

Use an ATM to:

- Withdraw cash from cash benefits.
*Your cash account will be charged \$1.00 for each cash withdrawal from an ATM. The ATM may also charge an additional fee.
- **Remember:** You **cannot** get cash from your food benefit account.

WHAT IS A PIN?

Every time you use your card, you must enter 4 secret numbers. These numbers are called a

PIN

(**P**ersonal **I**dentification **N**umber).

? ? ? ? = PIN (4 secret numbers)

There are two ways to get a PIN:

- If you receive your card at the DCFOffice, you will select a PIN at the office.
- If you receive your card in the mail, call Customer Service to select a PIN over the phone.

* * * *

HOW TO CARE FOR YOUR PIN

Protect your PIN

- **Keep your PIN secret.** Memorize it!
- **DO NOT** write your PIN on your card or card envelope. (If you need to write down your PIN, keep that paper in a different place than your card.)
- **DO NOT** let anyone (not even the store clerk) see your PIN when you enter it at the machine.
- **DO NOT** let anyone else use your card and PIN. **Call Customer Service** if that happens. They will tell you how to pick a new PIN. **Your benefits will not be replaced if someone else uses them.**

If you forget your PIN or to get a new PIN:

- Go to your DCFOffice.
or
- Call Customer Service to select a new PIN by phone.

You have 3 tries each day to enter your correct PIN. After 3 incorrect tries you cannot use your card until 12:01 AM the next day or until you select a new PIN.

When you select a PIN:

Select 4 numbers that you can remember **but that other people cannot easily guess.**

HOW TO USE A POS MACHINE *(TO PURCHASE FOOD)*

Know your balance! Check your last receipt or call Customer Service before shopping.

1



First, show your card to the clerk. Next, you or the clerk swipes your card through the point of sale or POS machine.

You or the clerk then enters the amount of your purchase. **The clerk should not leave the area with your card.**



2

Check the amount that shows in the POS window.

3

If the amount is correct, enter your PIN. Press **ENTER**.



4

Take your card, groceries, and receipt.

- The steps you follow may be different for each type of POS machine you use. Ask the clerk if you need help.
- **You will not receive change** when you purchase food.
- You can use POS machines to purchase food as many times as you want each month until all your food benefits are used.

HOW TO USE A POS MACHINE *(TO WITHDRAW CASH)*

1



Ask the clerk if you can withdraw cash benefits at this store. If you can, you or the clerk swipes your card through the POS machine. Tell the clerk the amount of cash you want to receive.

2



Check the amount that shows in the POS window.

3



If the amount is correct, enter your PIN. Press **ENTER**.

4

Take your card, cash, and receipt.

- The steps you follow may be different for each type of POS machine you use. Ask the clerk if you need help.
- **Cash withdrawals are not allowed** from food benefits.
- Non-food items are taken from your cash benefits account or you can pay cash.
- Cash withdrawals cannot be done in the store if your card cannot be read by the POS machine.

IF THE POS MACHINE IS NOT WORKING

If the POS machine in the store is not working when you make a purchase with your **food benefits**, the clerk will ask you to sign a form for the amount of food you buy.

There may be a \$50.00 limit on the amount of food that can be purchased if the POS machine is not working.

Check the **amount**. It should be the same amount as the food you purchased.

2 Part

OFFLINE FOOD STAMP VOUCHER 1234567

Vouchers must be cleared on POS device within 15 days.

APPROVAL NUMBER	TRANSACTION DATE/TIME
AMOUNT \$	STORE FNS AUTHORIZATION NUMBER
<input type="checkbox"/> Purchase	<input type="checkbox"/> Refund
PRINT STORE NAME	
STORE PHONE NUMBER	
STORE ADDRESS	
STORE CITY/STATE/ZIP	
STORE SUPERVISOR/CLERK SIGNATURE	

X

Cardholder Signature _____ Date _____

In signing this voucher, I believe that food stamp funds are available for the full amount of this transaction. If funds are NOT available, future month's benefits may be deducted ONLY under specific circumstances as directed by the State.

In the event of a disbursement error, if any information in the shaded areas has been altered, charge back may occur.

Food Stamp regulations prohibit representation of this voucher by merchant if voice authorization was denied.

White: Store Copy Yellow: Customer Copy

If the amount is correct, **sign** your name and the date here.

The clerk will call Customer Service to check if you have enough benefits in your food account to purchase the food. If you do, the total food amount will be subtracted from your food benefits.

This form is also used by food merchants (like farmer's markets) that may not have POS machines.

Remember – DO NOT tell the clerk your PIN!

FOOD BENEFIT ADJUSTMENTS *(DUE TO AN EBT SYSTEM ERROR)*

Your food benefits may be adjusted (up or down) to correct an EBT system error. If the correction will reduce your food benefits, you will receive a notice explaining what happened and the possibility of an adjustment to the current balance or the next month's benefits. You will have the opportunity to appeal the action if you do not agree with it.

ATM MISDISPENSE

If you have a misdispense while using an ATM, please call 1-800-997-6666 to file a misdispense claim.

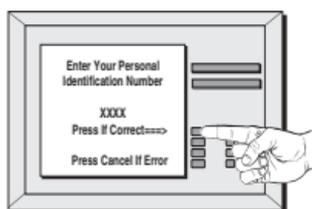
HOW TO USE AN ATM *(TO WITHDRAW CASH)*

Remember: Your cash account will be charged \$1.00 each time you use an ATM. Some ATMs may also add an additional charge.



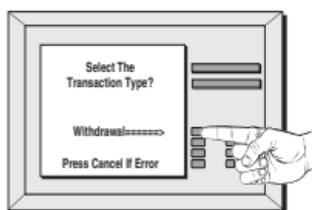
1

Insert your card.



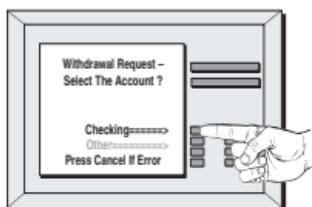
2

Enter your PIN. Press **ENTER**.



3

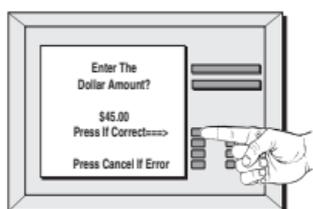
Select **WITHDRAWAL**.



4

Select **CHECKING**.

Note: You cannot do a Balance Inquiry at an ATM.



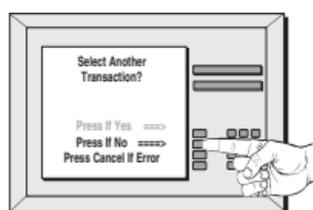
5

Enter the dollar amount.
Select **CORRECT** or cancel.



6

Take your cash.



7

Another transaction?
Select **NO**.



8

Take your card and receipt.

- The steps you follow may be different for each type of ATM you use.
- You can withdraw all of your cash benefits from an ATM in one day. But it may take several transactions to do that if the machine has a limit on the amount of cash you can withdraw each time.
- For exact dollars and cents, use a POS machine in a store that allows withdrawal of cash benefits.

SAFETY TIPS

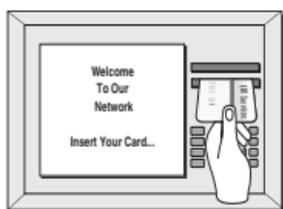
Safety Tips at the Store

- Check the food amount that shows in the PIN pad window before you key in your PIN.
- DO NOT let the store clerk see your PIN as you enter it.
- DO NOT let the clerk or store manager leave the area with your card.



Safety Tips at the ATM

- Have your card ready.
- Always use ATMs in well lit areas.



If you sense danger, cancel your transaction. Take your card and leave the area right away.

- Use an ATM inside a store at night or when you are alone.
- DO NOT count your money at the ATM.
- DO NOT let anyone see your PIN as you enter it.
- Put your cash, card, and receipt away quickly.

WHEN TO CALL CUSTOMER SERVICE

1-800-997-6666

**Call 24 hours a day, 7 days
a week if:**



- Your card is lost or stolen.
- Someone else is using your card.
- Your card does not work.
- You forgot your PIN or want a new PIN.
- You received your card in the mail and need to select a PIN.
- You need to know your food and cash benefit balances and you cannot find your last store receipt. Follow the steps on the next page.
- You want to find out about fees.
- You have questions about using your card.

**Calls to Customer Service may be recorded
or monitored.**

HOW TO FIND OUT YOUR BALANCE

①

KEEP YOUR LAST RECEIPT

```
YOUR STORE NAME
3609 ANY STREET ADDRESS
CITY, STATE 53212

TERM ID 258407
MERCH TERM ID 258407ABC
SEQ# 289
CLERK 107
06/02/03 10:25
CARD # XXXXXXXXXXXXXXX1234
TRAN AMT  END BAL
CASH      $0.00  $125.00
FS        $45.20 $229.80

FS PURCH  $45.20 APPROVED

*** DO NOT DISPENSE CASH ***
```

Current Cash
Benefit Balance

Current Food
Benefit Balance

It shows how much you have left in your food benefit and cash account.

②

You can also check your balance at www.ebtedge.com

③

CALL CUSTOMER SERVICE

Call 24 hours a day, 7 days a week for your balance if you cannot find your last receipt. If you do not have a touch tone phone, you are transferred to customer service.



①

Call Customer Service from a touch tone phone. Please do not use a pay phone unless that is the only phone available to you.

1-800-997-6666 Toll-free



②

Listen to the message. Follow the instructions to select a language and to request your benefit balance.



③

Listen to the message. On the phone keypad enter your 16 digit card number.



④

Listen for your benefit balance. After the message stops, press the number that will end your call.

BEFORE YOU MOVE OUT OF STATE

Do not risk losing your benefits!

- Call your DCFOffice immediately with your new address.



- If you have food benefits left on your card, you should be able to use the Vision Card at grocery stores in other states. If this does not work, contact your worker in Kansas.
- If you have cash benefits left on your card, you can use your Vision Card to withdraw cash benefits at ATMs that show the STAR, Pulse, NYCE, or Shazam logo.
- If possible, all cash benefits should be withdrawn from your account **before** you leave the State. We cannot mail you a check for the balance.

IT'S THE LAW!

**Misuse of your
Kansas Vision
Card is unlawful.
It may result in
criminal charges
against you and your
benefits may end.**



**It is a crime to defraud the system or to
sell your card and PIN to others.**

Repeated loss of your card may result in a special investigation of your case, or a representative may be assigned to receive your benefits for you.

AUTHORIZED REPRESENTATIVE

You may choose a person, called an authorized representative, to get your benefits for you.

The Authorized Representative:

- Will receive a Kansas Vision Card and PIN.
- Will have access to cash and/or food benefits.

If you think you need an authorized representative, call your worker.

FREE! How to Get the Most Value from Your Vision Card

Contact your County Extension Office
for information on how to:

- Stretch your food dollar
- Choose healthy foods for your family
- Cook easy meals in a hurry
- Keep your food safe



WHEN YOU RECEIVE YOUR BENEFITS

Cash Benefits

Cash Benefits are available on the 1st of every month after 6:00 a.m.

Food Benefits

If Your Last Name Starts With:

Food Benefits are available after 6:00 a.m. on the:

A or B	1st of every month
C or D	2nd of every month
E, F or G	3rd of every month
H, I or J	4th of every month
K or L	5th of every month
M	6th of every month
N, O, P, Q or R	7th of every month
S	8th of every month
T, U or V	9th of every month
W, X, Y or Z	10th of every month

- **Benefits are available on weekends and holidays.**

NOTE: Your balance at the end of the month is carried over to the next month. However, if the cash benefits are not used within 90 days from the date they were issued, they will be removed from your cash account.

- Unused cash benefits that are removed from your account at 90 days will not be put back into your account unless you have unusual circumstances.
- Unused food benefits will be removed from your account after 12 months and will not be put back into your account.

THINGS TO REMEMBER

Your Card/Your PIN

- **If your card is lost or stolen, call Customer Service: 1-800-997-6666.**
- Take care of your card.
- Keep your card in a safe place.
- **DO NOT** let anyone else use your card.
- You must use your PIN every time you use your card.
- **DO NOT** leave your card at the ATM or POS machine.
- Call your local office if you move so you do not lose benefits.

Balances

- Save your receipts so you know your account balance.
- Know your account balance before you go shopping.

POS

- Use a POS machine to buy food or to get cash benefits.
- You will not be charged a fee to make purchases.
- You will not be charged a fee for the first 2 cash withdrawals each month.
- You will be charged 40¢ for any more cash withdrawals that month.

ATM

- Use an ATM to withdraw cash benefits.
- Your cash account will be charged \$1.00 for each ATM withdrawal you perform.

Non-discrimination Statement

In accordance with Federal law and U.S. Department of Agriculture (USDA) and U.S. Department of Health and Human Services (HHS) policy, this institution is prohibited from discriminating on the basis of race, color, national origin, sex, age, or disability. Under the Food and Nutrition Act and USDA policy, discrimination is prohibited also on the basis of religion or political beliefs.

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